

TANZA WATER DISTRICT



Operations Manual

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INTRODUCTION

Tanza Water District's Operations Manual is core documentation on the scope and procedures of the company's operations but its foremost fundamentality is that it is the frame of rules, regulations, policies and standards of Tanza Water District as a company of service.

This written system will serve as a basis and reference for the management, the employees and most importantly for the public to which the company serves and provides its service on water works.

Inclusion to this manual are general information about the company, its areas of operations, the structure of the company as an organization, the duties, powers and authority of the board and its managing body, and the operating procedures on general work activities provided with proper illustrations and narrative explanations.



GLOSSARY OF TERMS

DEFINITIONS

Potable – safe to drink

Waterworks – the system of reservoirs, channels, mains, and pumping and purifying equipment by which a water supply is obtained and distributed

ABBREVIATIONS & ACRONYMS

TWD – Tanza Water District

LWUA – Local Water Utility Administration

CAWD – Cavite Association of Water Districts

STAWD – Southern Tagalog Association of Water Districts

PAWD – Philippine Association of Water Districts

GOCC – Government Owned and Controlled Corporations



COMPANY PROFILE



Figure 1. Tanza Water District Logo



COMPANY BACKGROUND

The **TANZA WATER DISTRICT (TWD)** was established under the provisions of Resolution No. 10-A, duly approved by the Sangguniang Bayan on March 24, 1988. Then incumbent Mayor Hermogenes F. Arayata, Jr. conferred with the newly organized Board of Directors elected the officers.

Acquisition of its Conditional Certificate of Conformance (CCC) No. 358 from the Local Water Utilities Administration (LWUA) happened on September 2, 1988. The ground breaking ceremonies followed on September 17, 1991 and it started its full operation on August 1, 1995 with Pumping Station (PS) No. 1 as the main source of water supply. PS No. 1 is located at the back of the municipal hall of Tanza.

On January 02, 1996, the Tanza Water District occupied its newly constructed office and follows the acquisitions and procurements of multiple numbers of Pumping Stations up to a total number of nine (9) operational pumping stations built within the territories of the municipality of Tanza towered to serve its concessionaires.

TWD started from being categorized as a “Small Category” water district till it reached the “Big Category” on September 19, 2005. On April 2012, TWD was classified as a “Category C” water district by LWUA for following the guidelines of the Revised Local Water District Manual on Categorization, Re-categorization and Other Related Matters (LWD-MacRO). With the continuity of compliance on the rules, mandates and other regulations accordance to being a local water utility, on August 2014 TWD achieved the “Category B” water district duly approved re-categorization by LWUA.



VISION

The TANZA WATER DISTRICT envisions itself as a service oriented, socially responsible institution, committed to ensure sufficient supply of water is available to the community by properly utilizing and preserving its water resources, improving and developing its facilities, through its professional and dedicated workforce, thereby delivering effective and efficient public service to all.

MISSION

The TANZA WATER DISTRICT is committed to provide adequate, safe, potable and affordable water to the full satisfaction of all the people of the town of Tanza, Cavite.



PERFORMANCE PLEDGE

Disiplina'y aming paiiralin, sa lahat ng oras tungkulin aming tutupdin.

Agarang aksyon aming hatid, anumang impormasyon ipababatid.

Lingkod bayan kaming maituturing, kaya't serbisyo publiko aming uunahin.

Organisadong pamamaraan isasakatuparan, upang inyong "requests" mabilis maaksyunan.

Yan ang aming panata sa sambayanan, taos pusong paglilingkod laging maaasahan.



AREAS OF OPERATION

TWD's nine pumping stations that are fully operational serve a total number of twenty six (26) barangays listed below:

- | | |
|--------------------|------------------|
| 1) Bucal | 14) Julugan V |
| 2) Poblacion I | 15) Julugan VI |
| 3) Poblacion II | 16) Julugan VII |
| 4) Poblacion III | 17) Julugan VIII |
| 5) Poblacion IV | 18) Mulawin |
| 6) Biwas | 19) Sanja Mayor |
| 7) Daang Amaya I | 20) Biga |
| 8) Daang Amaya II | 21) Punta I |
| 9) Daang Amaya III | 22) Punta II |
| 10) Julugan I | 23) Bagtas |
| 11) Julugan II | 24) Paradahan I |
| 12) Julugan III | 25) Paradahan II |
| 13) Julugan IV | 26) Sahud-Ulan |



ORGANIZATION AND RESPONSIBILITIES

ORGANIZATIONAL STRUCTURE

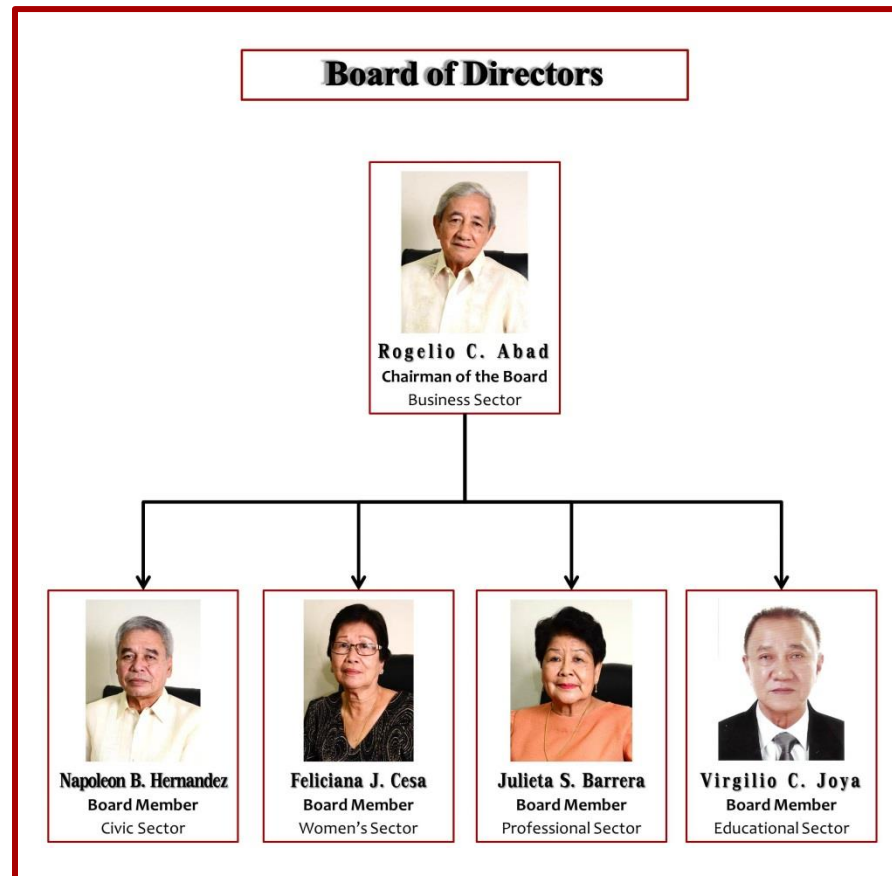


Figure 2. Organizational Chart – Board of Directors

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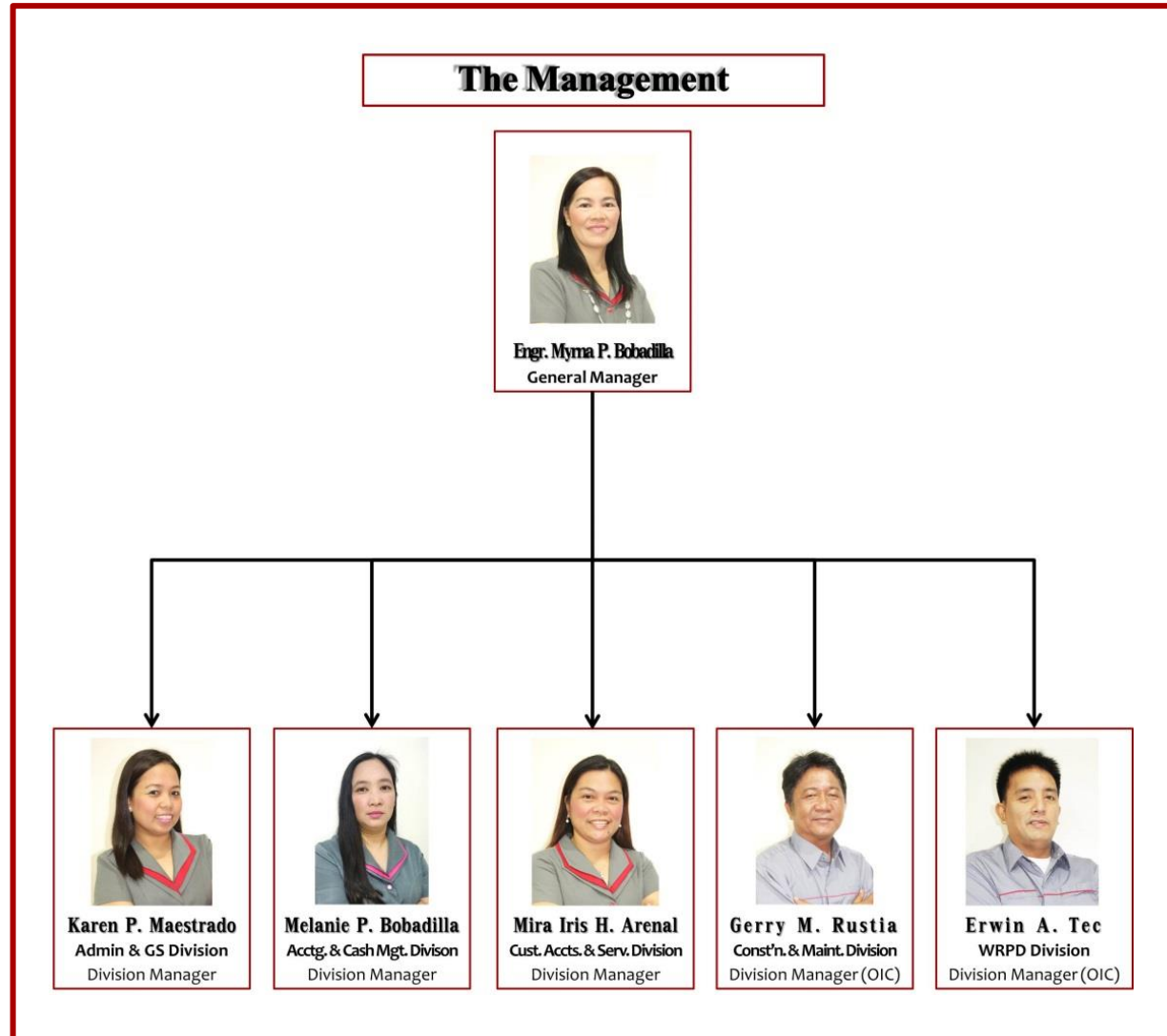


Figure 3. Organizational Chart – Management



DUTIES AND RESPONSIBILITIES

I. Office Of The Board Of Directors

The Office of the Board of Directors is responsible for the formulation and creation of internal policies, functions and systems for the management and operations of Tanza Water District.

II. Office Of The General Manager

The Office of the General Manager is responsible for the planning, organizing, directing and controlling all activities and functions of the District and carrying out related board policies.

A. Administrative And Human Resource Department

The Administrative and Human Resource Department is responsible for human resource management and development and the implementation and control of various administrative and general services. Human resource management includes all personnel services and training administration while administrative and general services include procurement; property and supply management; building, grounds and facilities management; and transport operations and maintenance.



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- **Administrative And General Services Division**

The Administrative and General Services Division is responsible for procurement processes, property and supply management, maintenance of building, vehicles and other equipment, as well as human resource management and development (recruitment, selection and placement, leave and compensation administration, employee welfare and discipline, training and career development, and implementation of other personnel mechanisms).

B. Finance And Commercial Services Department

The Finance Services and Commercial Services Department is responsible for reporting the performance and financial position of the water district. Responsible for maintaining an accounting system and reporting with necessary internal controls to ensure all transactions are properly authorized. It is also responsible for budget preparation and allocation, and effective cash management through systematized collection and disbursement procedures. Also in charge of establishing and maintaining an effective commercial procedures and practices relative to processing of service connection applications, billing preparation, developing and implementing marketing strategies, handling customer requests, queries and complaints and generating reports and maintaining a sound records of customer master file.



- **Accounting And Cash Management Division**

The Accounting and Cash Management Division is responsible for maintaining an accounting system to classify, record and consolidate accounting information. It is in charge of the preparation of financial statements, detailed expenses, monthly data sheet and bank reconciliation. It also establishes financial procedures to ensure conformity with applicable laws and regulations. Prepares budget and directs cash management including the development of internal control ensuring effective collection and payment of obligations.

- **Customer Accounts And Services Division**

The Customer Accounts and Services Division is responsible for directing and supervising all activities related to billing preparation such as computerized billing and data entries, meter reading, encoding and posting of water consumption, prompt and accurate processing of customer accounts, updating of customer master file and generation of the division's reports. Also in charge of directing all activities relative to handling and undertaking customer-related services such as processing of service connection applications, issuance of work orders, disconnection, reconnection, meter testing and calibration, field investigations, acting upon illegal connections, reclassification of accounts, mapping/re-mapping procedures, and changes in account details. Also responsible for answering and attending to other



Operations Manual

customer complaints and requests and for conducting marketing surveys and promulgate programs on customer relations.

C. Engineering And Operations Department

The Engineering and Operations Department is responsible for the construction and maintenance of water supply facilities and their appurtenances; water resources management; water supply production, treatment and distribution; non-revenue water management; and planning, design, implementation and monitoring of various infrastructure and waterworks projects.

- **Construction And Maintenance Division**

The Construction and Maintenance Division is responsible for the construction and maintenance of water distribution, transmission lines and reservoirs; mainline expansion and rehabilitation; and implementation and monitoring of waterworks projects. Specifically, the Division is in charge of maintenance works such as meter transfer, jetting, major leak repairs, excavation, pipe laying, restoration, installation of standpipes, hydrants, blow offs and other appurtenances.



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- **Water Resources, Planning And Design Division**

The Water Resources and Planning and Design Division is responsible for water resources management; water supply production, treatment and distribution; non-revenue water management; and planning and design of various infrastructure and waterworks projects. Specifically, the Division is in charge of monitoring pump operation data, maintenance of pump stations and water production equipment, facilities and other appurtenances.



OPERATING PROCEDURES

This manual includes a provision of operating procedures on the activities executed in the Customer Accounts and Services Division (CASD) and in the Water Resources Planning and Design Division (WRPDD) for standardization of processing, compliance and completion. These Operating Procedures should be and are strictly and properly observed and followed in Tanza Water District.



CUSTOMER ACCOUNTS AND SERVICES DIVISION (CASD)

The following flow charts will show the step by step procedures in every activity performed within the scope of the Customer Accounts and Services Division.

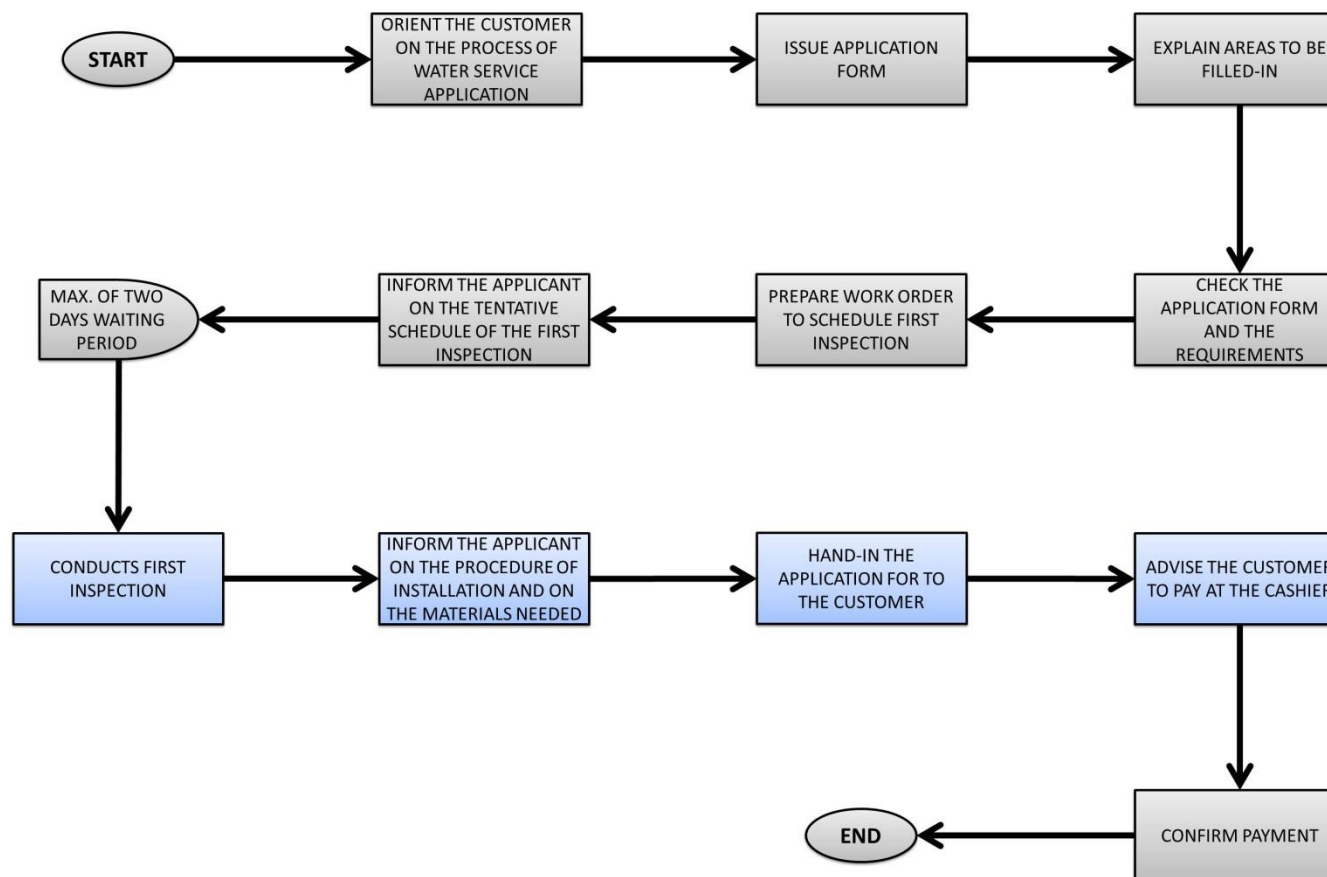


Figure 4. Service Connection Application

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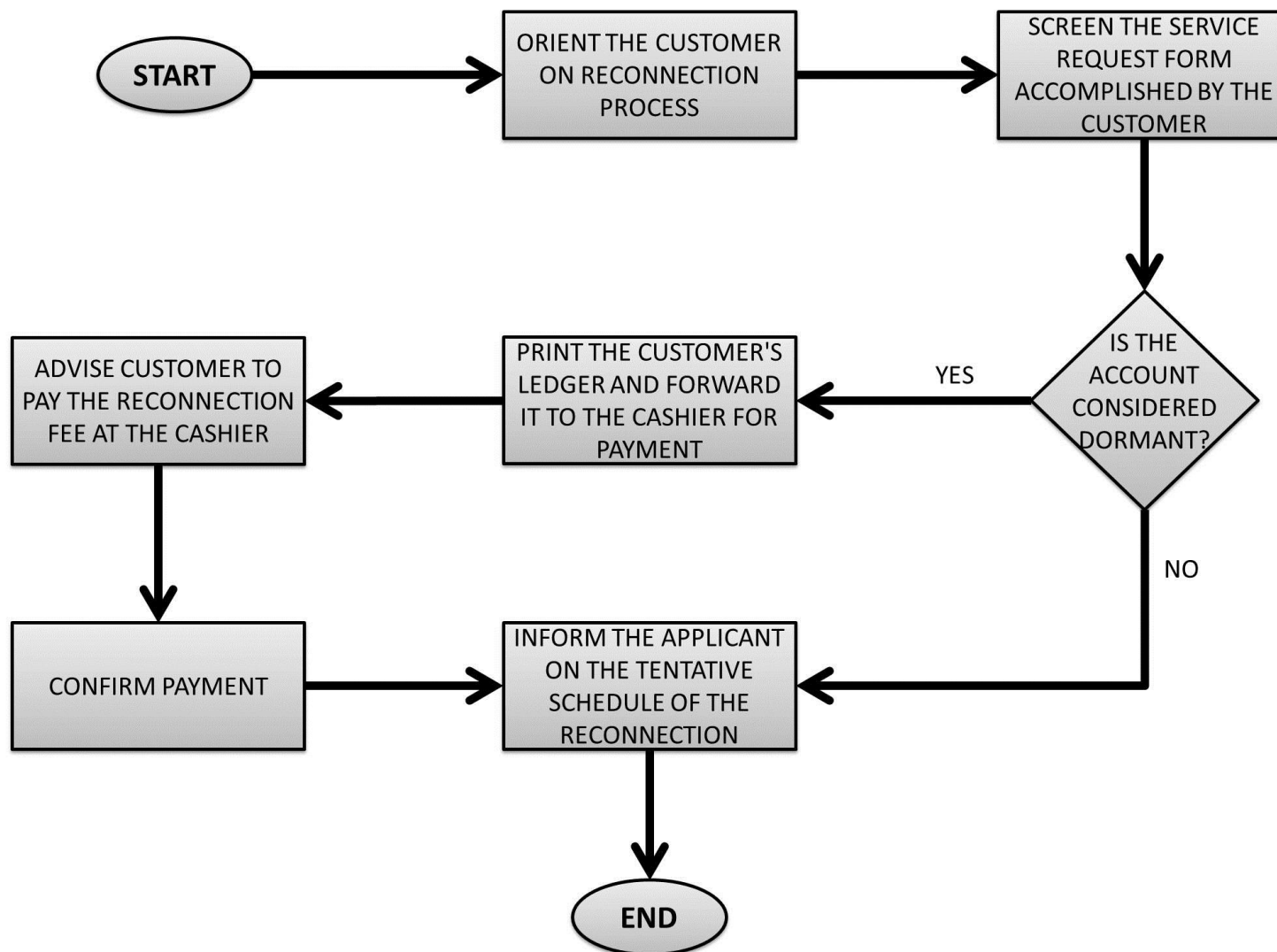


Figure 5. Request For Reconnection



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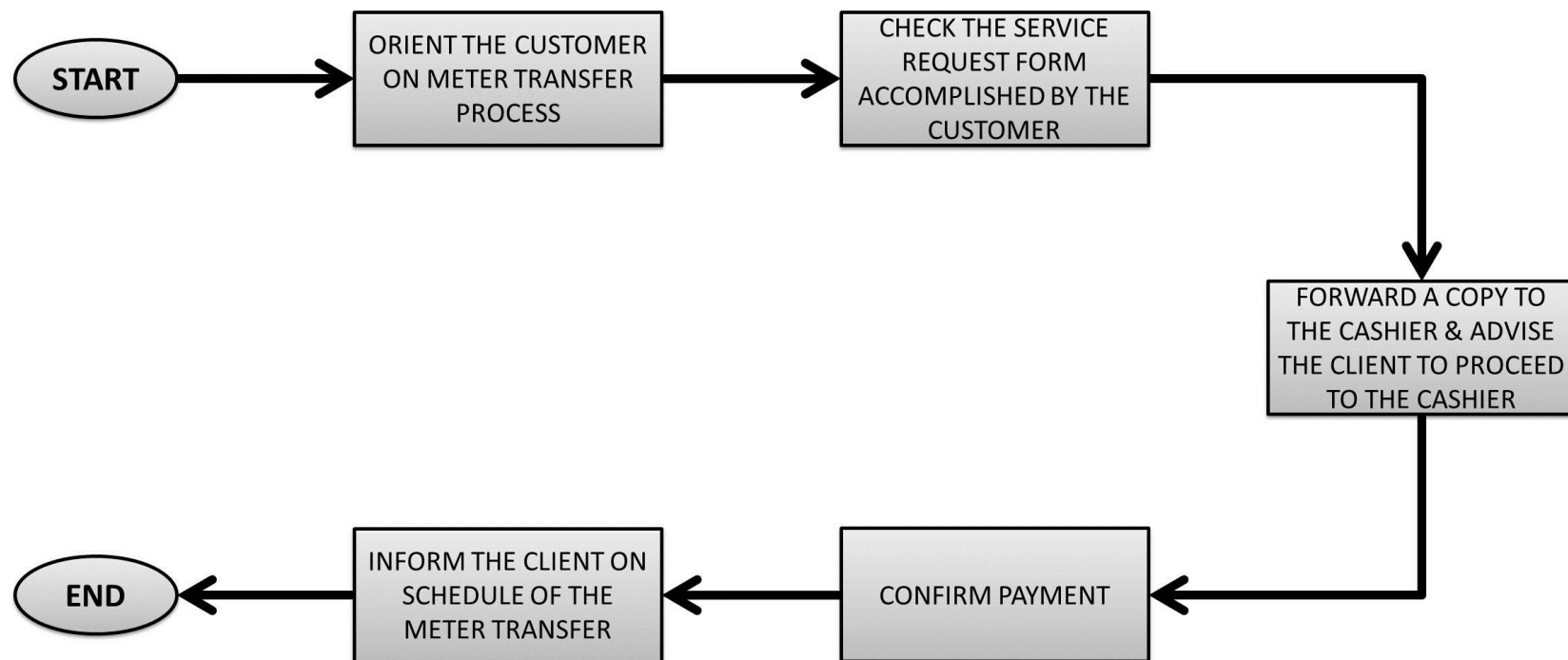


Figure 6. Request For Meter Transfer



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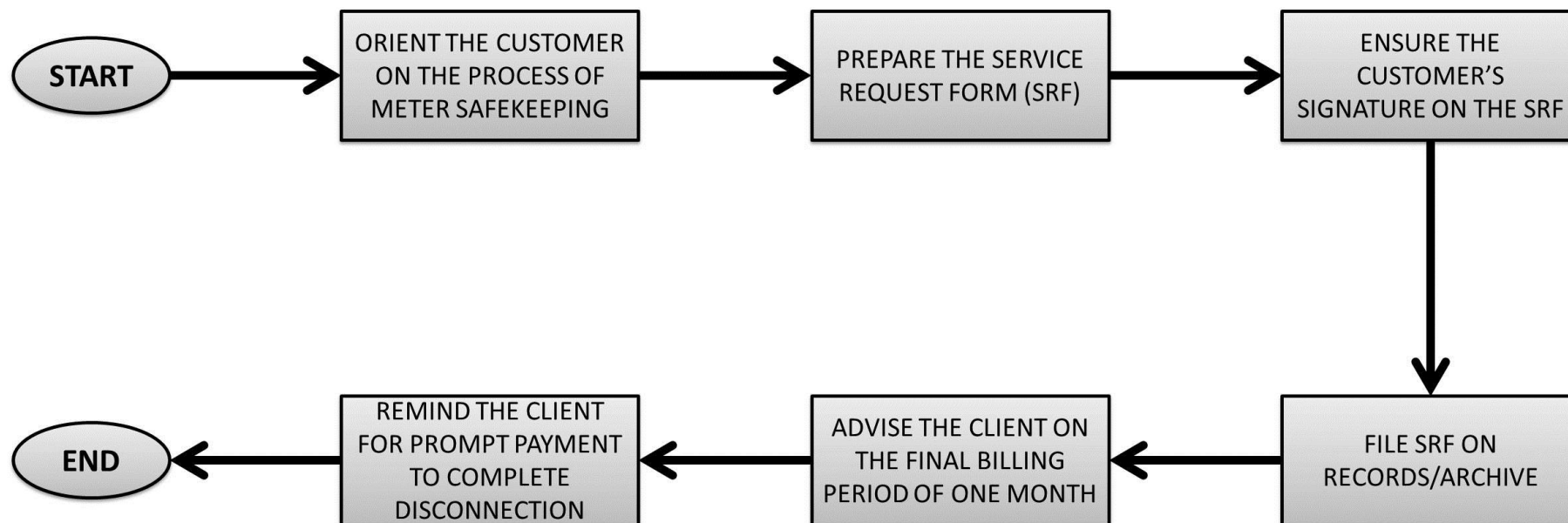


Figure 7. Request For Meter Safekeeping (Voluntary Disconnection)



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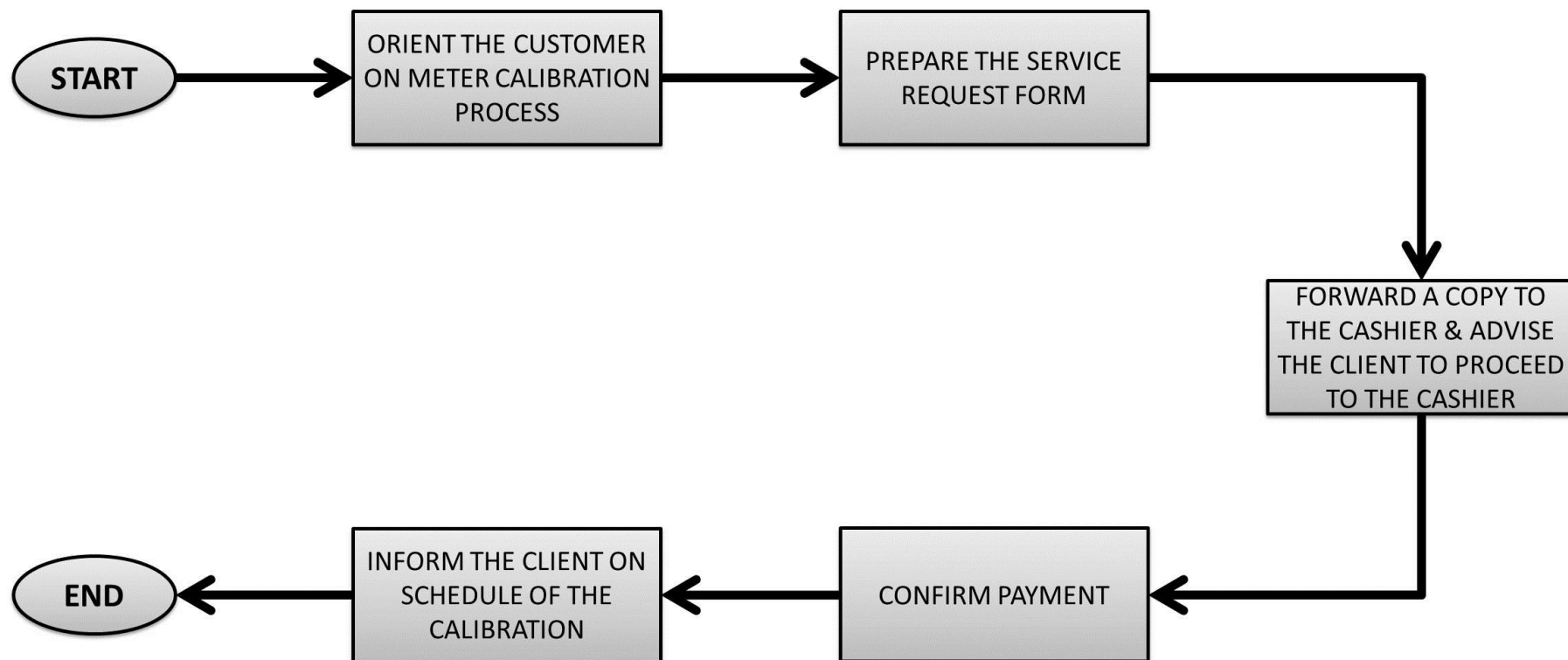


Figure 8. Request For Meter Calibration



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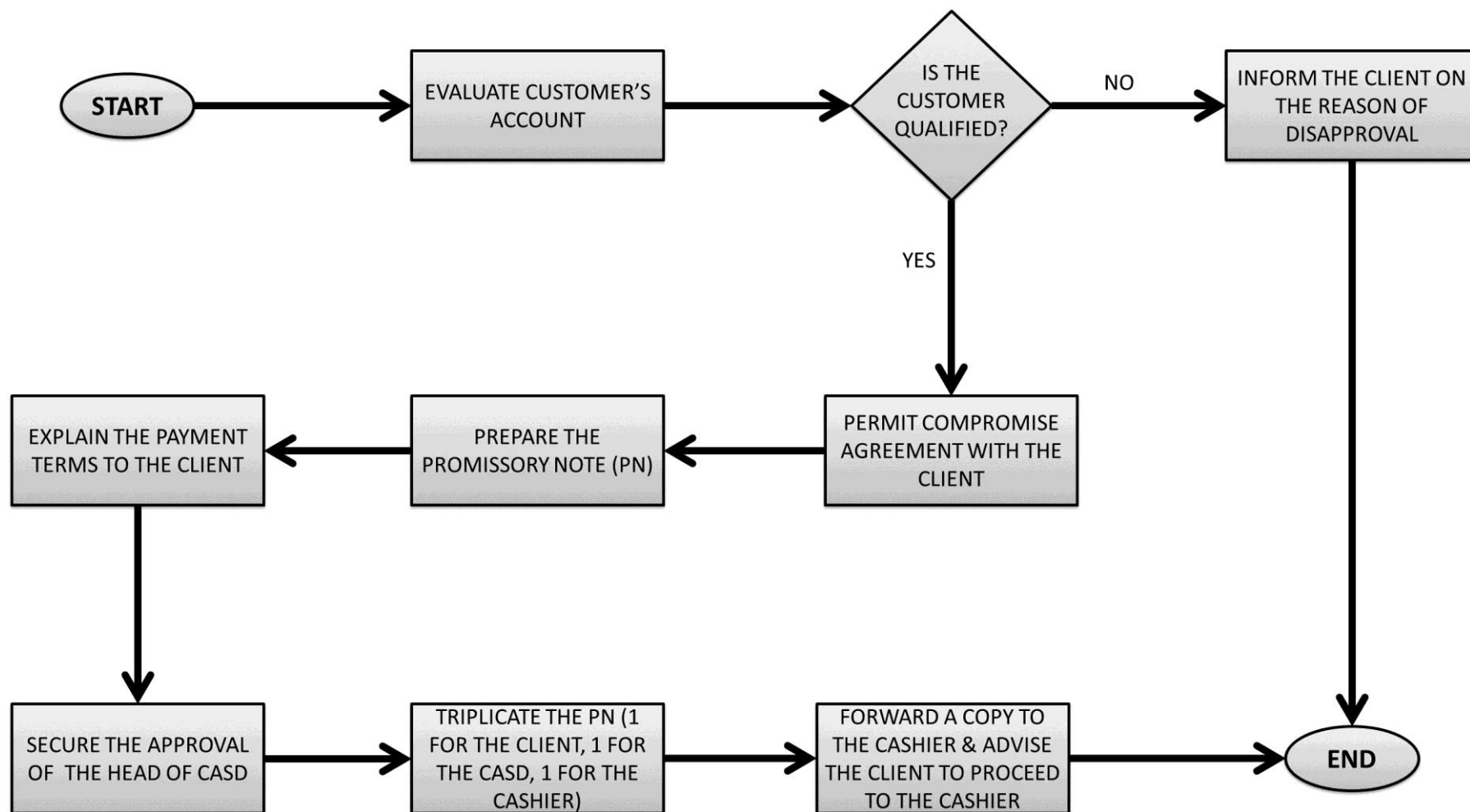


Figure 9. Request For Partial Payment



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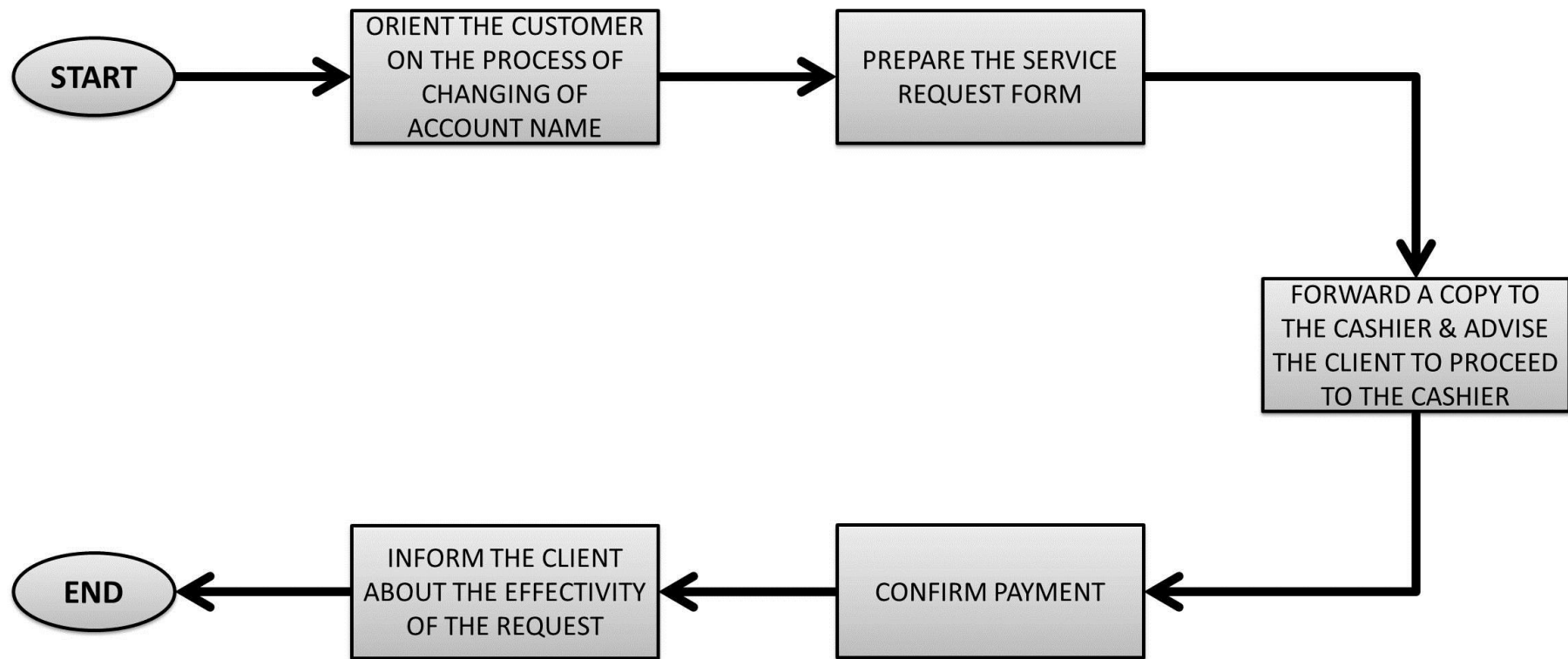


Figure 10. Request For Change Of Account Name



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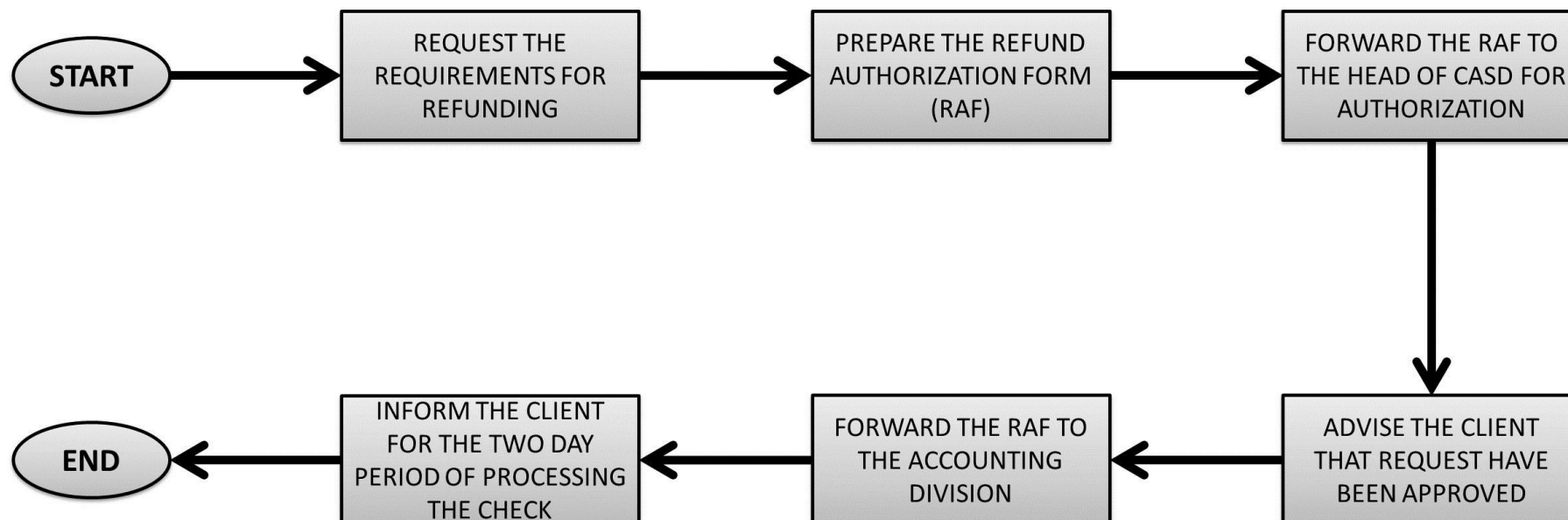


Figure 11. Request For Refund On Service Connection Fee



THE WATER RESOURCES PLANNING AND DESIGN DIVISION (WRPDD)

WATER SUPPLY AND PROCESS

The TWD distribution systems cover about 26 out of 41 barangays in the municipality of Tanza. The pipe line materials of PVC and HDPE pipe lines where the sizes range from 50 mm to 200 mm. To check the integrity of the pipelines, gauging points are placed in different areas in the distribution lines from the pumping stations where water is distributed to our concessionaires an estimated population of 54,740.

The main source of water in the municipality of Tanza comes from the ground water. The TWD currently had nine (9) operational pumping stations to present and out of the nine pumping stations five (5) have back-up generator sets for the purpose of supplying our concessionaires even in power outages. Twenty-four (24) hours of steady supply of potable, safe and affordable drinking water.



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Table 1. Pumping Stations

Pump Station	Location	Pump Type	Horsepower	Voltage	Reservoir	Standby Unit
1	A. Soriano Highway, Tanza, Cavite	Vertical Turbine	40 hp	220 v	Elevated Steel Tank (250 cu.m)	Generator (75 kva, 220v, 60 hz)
2	A. Soriano Highway, Tanza, Cavite	Submersible	40 hp	440 v	N/A	Generator (100 kva, 440v and 60 hz)
3	St. Augustine Village, Daang Amaya, Tanza, Cavite	Submersible	40 hp	457 v	Elevated Steel Tank (130 cu.m)	Generator (75 kva, 440v, 60 hz)
4	Summercrest Subd., Sahud Ulan, Tanza, Cavite	Submersible	20 hp	220 v	Elevated Steel Tank (190 cu.m)	N/A
5	Hauskon Homes, Julugan, Tanza, Cavite	Submersible	5 hp (single phase)	220 v	Elevated Steel Tank (114 cu.m)	N/A
6	Mulawin, Tanza, Cavite	Submersible	50 hp	440 v	N/A	Generator (100 kva, 440v, 60hz)
7	Paradahan, Tanza, Cavite	Submersible	60 hp	440 v	N/A	N/A
8	Christine Village, Biga, Tanza, Cavite	Submersible	60 hp	440 v	Elevated Steel Tank (190 cu.m)	Generator (132 kva, 400v, 60 hz)
9	Municipal Cmpd., Daang Amaya I, Tanza, Cavite	Submersible	60 hp	440 v	Elevated Steel Tank (250 cu.m)	N/A



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I. Elevated Tank

Continuous/delivered 24/7 water supply to consumers is reliable; five (5) Elevated Water Tanks (EWT) serve as backup to provide continuous water supply operation.

WATER TREATMENT

The Tanza Water District (TWD) is currently using Chlorine Dioxide (ClO_2) and it has been used to treat municipal drinking water in the United States and Europe for 50 years. It is recognized as a superior disinfectant alternative to chlorine and had become increasingly popular. Unlike chlorine, Chlorine Dioxide does not create THM's and does not affect the thyroid gland. Using Chlorine Dioxide provides a double benefit to communities because it is more effective water purifier than chlorine and is free of chlorine's unhealthy by-products.

The TWD has a total of 17 samples for bacteriological/microbiological testing every month which includes samples taken from all pumping stations, residual taps or faucets and to the farthest point of the distribution system. Furthermore the Tanza Water District also conducts semi-annual Physical/Chemical tests from all pumping stations. The TWD is ensuring the public that water being produced is safe and potable to use for the general consumption both from drinking and food preparation



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Table 2. MICROBIOLOGICAL EXAMINATION OF WATER

TEST PARAMETERS	PNSDW 2007 STANDARD
TOTAL COLIFORM ANALYSIS MPN/100 mL	Less than 1.1
FECAL COLIFORM ANALYSIS MPN/100 mL	Less than 1.1
HETEROTROPHIC PLATE COUNT (HPC) cfu / mL	Less than 500

Table 3. PHYSICAL ANALYSIS

PARAMETERS	PNSDW LIMIT (mg/L) or Characteristics
Turbidity (NTU)	5
Apparent Color (Color Units)	10



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Table 4. CHEMICAL ANALYSIS

PARAMETERS	PNSDW LIMIT (mg/L) or Characteristics
pH	6.5 - 8.5
Total Dissolved Solids (mg/L)	500
Sulfate (mg/L)	250
Nitrate (mg/L)	50
Chloride (mg/L)	250
Benzene	0.01

Table 5. METAL ANALYSIS

PARAMETERS	PNSDW LIMIT (mg/L) or Characteristics
Iron (total)	1.00
Manganese (total)	0.40
Arsenic	0.01
Cadmium	0.003
Lead	0.01



I. Chemical Treatment

Disinfection is the single process that has had the greatest impact on drinking water safety. Disinfection is generally the last step of water treatment and will kill most bacterial most protozoan pathogens. Disinfection will not remove chemical contamination. This method be applied only if the incrusting material is known and when the intended chemical is suitable.

GENERAL PROCEDURE:

- 1) Initially backwash the well.
- 2) Apply the chemical either by directly pouring into the well or through a pipe.
- 3) Re-circulate the well until the chemical has sufficiently reacted with the water.
- 4) Flush the well water until it is clear and free of chemicals.



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PROCEDURE FOR USING THE CHLORINE DIOXIDE (ClO_2) SOLUTION FOR WATER TREATMENT:

- 1) Pour the ClO_2 powder then turn off the chlorinator
- 2) After that, fill up the drum with water up to 110 liters for the chlorine dioxide powder to dissolve. While mixing the ClO_2 solution, it is required to use a gas mask.
- 3) Mix evenly the ClO_2 powder and water for about two (2) minutes and make sure the powder is well dissolved.
- 4) Wait for about five (5) minutes for the ClO_2 solution to be concentrated then connect to the water line with the use of the chlorinator.
- 5) Tightly close the drum filled with the solution to preserve its right concentration.
- 6) Turn on the chlorinator
- 7) Proceed to residual test to know the chlorine dioxide's concentration.

Table 6. Required Concentration Chlorine Dioxide (ClO_2)

DESCRIPTION	DURATION	AMOUNT OF CHLORINE
Quick treatment	4-5 hours	2,000 mg/l
Longer duration treatment	12 hours	200-500 mg/l



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COLLECTING OF WATER SAMPLE FOR THE MICROBIOLOGICAL TEST:

- 1) Clean the faucet where you will get the water sample
- 2) Open the faucet for about two (2) to three (3) minutes then close immediately
- 3) Lit up the stainless spoon with alcohol to disinfect the faucet and water
- 4) Open the faucet again for two (2) to three (3) minutes. After that, fill the bottle with water.
- 5) Close the cap tightly
- 6) Put the bottle in the cooler

COLLECTING OF WATER SAMPLE FOR PHYSICAL/CHEMICAL TEST:

- 1) Turn off the chlorinator
- 2) Turn on the valve in the discharge line or test line for about three (3) to five (5) minutes
- 3) After that, turn off the valve in the distribution line
- 4) Fill the bottle with the water supply
- 5) Tightly close the bottle cap
- 6) Put the bottle in the cooler



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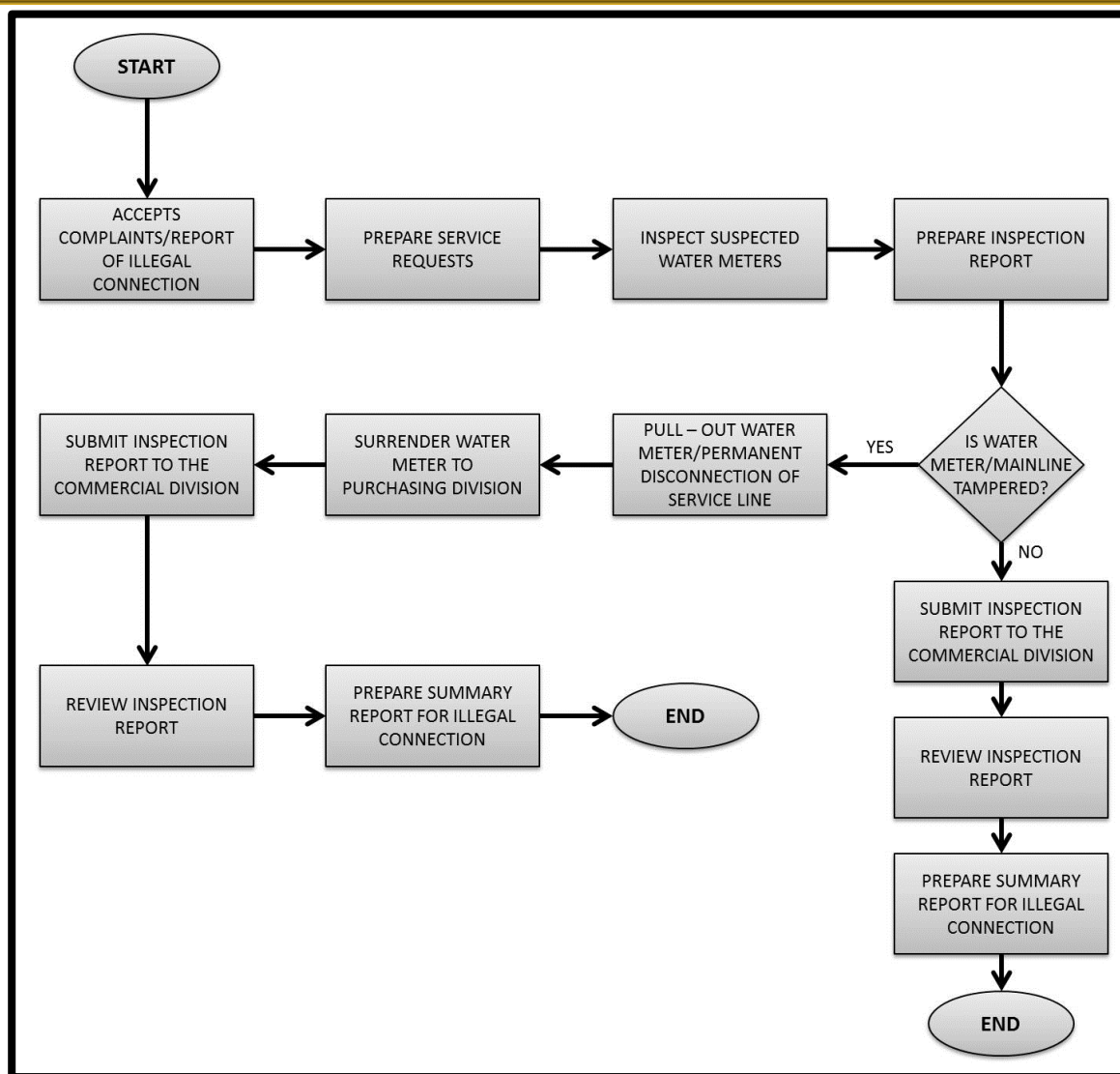


Figure 12. DISCONNECTION OF ILLEGAL TAMPERING OF WATER MAINLINES AND WATER METERS



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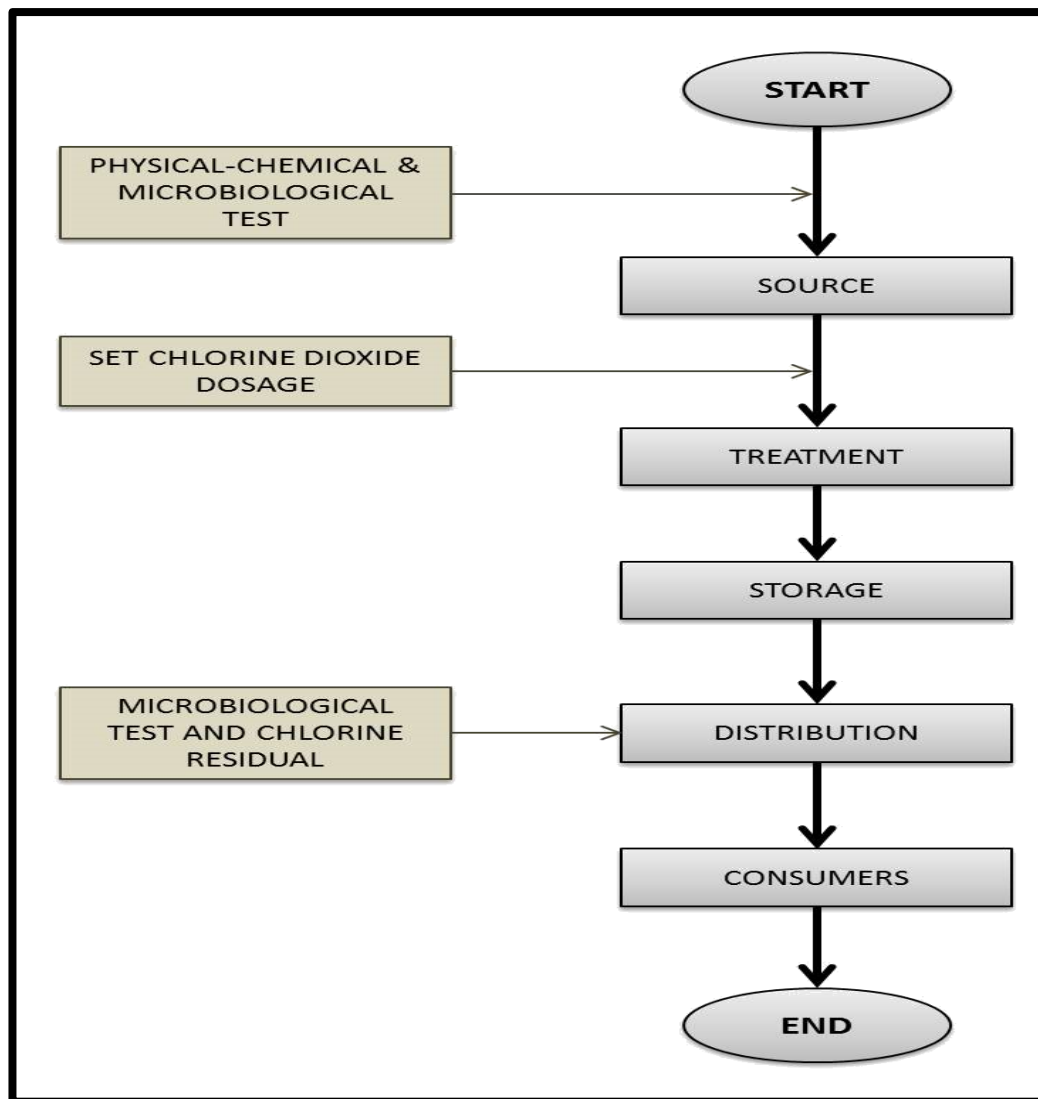


Figure 13. THE PROCESS OF WATER TREATMENT



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APPENDICES



TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite

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APPENDIX III

BILL OF MATERIALS



Republic of the Philippines
TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite

Date: _____ B.M. #: _____
Concessionaire: _____
Address: _____

Qty.	Particulars	Size	Amount
	GI Stand Pipe		
	GI Nipple		
	GI Nipple		
	GI Tee		
	GI Tee Reducer		
	Ball valve		
	GI Plug		
	GI Coupling		
	GI Elbow		
	GI Elbow Reducer		
	Mig Rep. Piece		
	Tee Mig		
	Tee Mig Reducer		
	PE Tube		
	Union Mig		
	Union Mig Reducer		
	Tail Piece		
	Teflon		
	Meter seal		
	Water Meter		
OTHERS:			

Total Amount of Materials _____ Php _____
Date : _____

Prepared by: _____ Received by: _____
Inspector Customer Service Asst.

CONTRACT OF SERVICE CONNECTION



Republic of the Philippines
TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite 4108
Tel. No. (046) 484-1814 / 505-2906

CONTRACT OF WATER SERVICE CONNECTION

CONCESSIONAIRE: _____ SERVICE CON. NO: _____
ADDRESS: _____ ACCT NO: _____
WATER METER NO: _____ SIZE: _____
BRAND: _____ INITIAL READING: _____
CLASSIFICATION: _____ INSTALLED BY: _____
DATE: _____ DATE INSTALLED: _____
OFFICIAL RECEIPT NO: _____ TEL. NO: _____

Contract is hereby made for the above water service connection in accordance with the existing and to such other rules and regulations as may be implemented by the Tanza Water District.

In addition, I hereby agree to the following:

1. That I shall pay fully all related costs for service connection before installation.
2. That in case of any defect, damage or loss of the water meter, I will inform the TWD immediately, and whatever cause except force majeure or other natural event, I shall bear the cost of repair or replacement of such.
3. That the TWD shall not be liable for whatever consequence that may result from any water interruption or to any unforeseen circumstances or for repair/ maintenance operation.
4. That in any case I would no longer avail of the services, I shall inform the TWD 30 days before the effective date.
5. That I shall pay my monthly billings within two (2) weeks from the date of the billing otherwise a surcharge of ten percent (10%) shall be applied.
6. That the water meter particularly described above shall be for the exclusive use only of the above-named concessionaire.
7. That I shall abide by the provisions of P.D. 198 (As amended by P.D. No. 768 and 1479) as stated hereunder:

Section 31 - Protection of Water and Facilities of the District

Safeguard and protect the use of its water. For this purpose, any person who installs any water connection without the previous authority from the Water District established under this decree or tampers water meters shall upon conviction, be punished by Prison Correctional in its minimum period, or a fine ranging from TWO THOUSAND PESOS to SIX THOUSAND PESOS or both. If the violation is committed with the connivance or permission of an employee or officer of the District, he/she shall, upon conviction, be punished by a penalty one degree lower than Prison Correctional in its minimum period and forthwith be dismissed and perpetually disqualified for employment in any utility or service company owned or controlled by the government.

8. Reconnection fee is P.200.00
9. That I shall abide by the terms and conditions stipulated in this contract for water service connection.

IN WITNESS WHEREOF, I have hereunto set my hand on this _____ day of _____

FOR TANZA WATER DISTRICT.

BY:

ENGR. MYRNA P. BOBADILLA
General Manager

Witness

Concessionaire

Witness



TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite

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MAINTENANCE ORDER FOR NEW SERVICE CONN.



REPUBLIC OF THE PHILIPPINES
TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite

MAINTENANCE ORDER FOR NEW SERVICE CONNECTION

Concessionaire: _____ M. O. No. _____ B.M. No: _____
Service Address: _____ Meter Number: _____
Account Number: _____ Class: _____ Meter Reading: _____
Service Connection Number: _____ Size: _____ Payment Date: _____

Description of work: **SERVICE CONNECTION**
(_____ with excavation) (_____ Tap)

Prepared and Verified by:

GI Nipple	Tee Mig Reducer
GI Nipple	PE Tube
GI Tee	Union Mig
GI Tee Reducer	Union Mig Reducer
Ball valve	Tail Piece
GI Plug	Teflon
GI Coupling	Meter Seal
GI Elbow	Water Meter
GI Elbow Reducer	Others:
Mig Rep. Piece	
Tee Mig	

JHELLO D. ARCA
Survey Aide

Approved by:

MIRA IRIS H. ARENAL
Division Manager B, CASD

Remarks: _____

Date of Work Completion: _____ Time Started: _____ Time Finished: _____

Received by: _____ Date Received: _____ By: _____

Commercial Aide

Plumber

NOTICE OF CALIBRATION



Republic of the Philippines
TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite 4108

NOTICE OF CALIBRATION

Date: _____

Name:	Prepared by:	
Address:	Reading before testing:	Reading after testing:
Account No:	Nature of Request: <input type="checkbox"/> Requested <input type="checkbox"/> Not Requested	
Meter No:	Tested / Calibrated by:	
Reason for Calibration: <input type="checkbox"/> Reconnection <input type="checkbox"/> High/Low Cons. <input type="checkbox"/> Stuck Up <input type="checkbox"/> Others: _____	Result: <input type="checkbox"/> Passed _____ % <input type="checkbox"/> Failed _____ %	
	Recommendation: _____ _____ _____	



TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite

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PROMISSORY NOTE



Republic of the Philippines
TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite
Tel Nos: (046) 505-2906 / 494-1814

Date: _____
PN No: _____

PROMISSORY NOTE

TO : The GENERAL MANAGER
(SA) : (Tagapangasiwa ng Pangkalahatan)

Madam/Sir:
(Ging/Ginoo):

I _____ residing at _____,
with account no. _____ promise to pay the Tanza Water District (TWD)
(ay nangangailang magbayad sa TWD)

the sum of _____ (ng halagang)
(Php _____) on or before _____ as payment for
(sa palisa o bago magpalisa) (bilang kabayaran sa)

Failure to pay the said amount will mean disconnection of my water service connection after the
compromise date, even without prior notice.
(Ang hindi ko pagbayad sa nasabing halaga ay nangangahulugan ng aking pag-ayon na puulin ang
aking serbisyo ng tubig sa napagkasunduang araw kahit na walang anumang pasebi o abiso).

Respectfully yours,
(Lubos na gumagalang)

Signature over printed name

Contact No: _____

ACCOUNTS SUMMARY:

Account name: _____ Total Amount Due: Php _____
Account no: _____ Balance: Php _____

Prepared by: _____ Approved by: _____ Noted by: _____

MIGUELA A. VILLALUZ
Administrative Asst.-C

MIRA IRIS H. ARENAL
Division Manager, CASD

ENGR. MYRNA P. BOBADILLA
General Manager

REQUISITIONS SLIP



Republic of the Philippines
TANZA WATER DISTRICT
Tanza, Cavite

REQUISITION SLIP

Concessionaire: _____ Meter No.: _____ Reading: _____ cu.m.
Service Address: _____ Meter Brand: _____
Account Number: _____ Date: _____

QTY.	UNIT	PARTICULARS	SIZE	UNIT COST	TOTAL AMOUNT
		GI Stand Pipe			
		GI Nipple			
		GI Nipple			
		GI Tee			
		GI Tee Reducer			
		Ball valve			
		GI Plug			
		GI Coupling			
		GI Elbow			
		GI Elbow Reducer			
		Mig Rep. Piece			
		Tee Mig			
		Tee Mig Reducer			
		PE Tube			
		Union Mig			
		Union Mig Reducer			
		Tail Piece			
		Teflon			
		Meter seal			
		Water Meter			

Others:

Purpose:

New Service Connection as per M.O. no. _____

Requisitioned by: _____	Issued by: _____	Posted to Bin Card	Job/Work no: _____
Received above item by: _____	Date: _____	Posted to Stock Card:	

*Admin.'s copy



TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite

Operations Manual

SERVICE REQUEST FORM



Republic of the Philippines
TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite

SERVICE REQUEST FORM

Account Name: _____ Date: _____ No: _____
Service Address: _____ Current Meter No: _____
Account No: _____ Contact No(s): _____

Purpose: _____

Requested by: _____ Action Taken: _____

Signature over Printed Name

Received by: _____ Date Accomplished: _____ Time Started: _____

Customer Service Representative

Inspected by: _____ Acknowledged by: ☐ Registered Client Approved by: _____

TWD Representative _____ Signature over Printed Name ☐ Authorized Rep. _____

*Concessionaire's copy

revised 01.16.13

SERVICE APPLICATION & CONST'N. ORDER



REPUBLIC OF THE PHILIPPINES
TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite 4108
Tel. Nos: (046) 484-1814 / 505-2906

SERVICE APPLICATION & CONSTRUCTION ORDER

APPLICANT: _____ CLASSIFICATION: _____ INVESTIGATION OF APPLICATION SYSTEM IS: _____
ADDRESS: _____
No. Street Barangay ☐ Residential ☐ ADEQUATE
Town City ☐ Commercial ☐ NOT ADEQUATE
TELEPHONE NO: _____ ☐ Government

<p>I HEREBY APPLY FOR A WATER SERVICE CONNECTION SIZE _____ TO BE LOCATED AT _____</p> <p>I UNDERSTAND THE CONNECTION WILL NOT BE MADE UNTIL IT IS APPROVED AND ALL BASIC CHARGES ARE PAID.</p> <p>I ASSUME RESPONSIBILITY FOR THE METER AND ALL WATER THAT PASSES THROUGH THE CONNECTION. I WILL CONFORM TO THE RULES AND REGULATION OF THE WATER DISTRICT.</p> <p>APPLICANT'S SIGNATURE _____ DATE _____</p> <p>AVAILABILITY OF APPLICANT PLUMBING INSTALLATIONS: [] AVAILABLE [] NOT AVAILABLE</p> <p>INVESTIGATED BY: _____ Date _____</p>	<p>VERIFIED BY: _____</p> <p>Cashier</p> <p>O.R. NUMBER: _____</p> <p>AMOUNT: _____</p> <p>DATE: _____</p>	<p>SERVICE CONNECTION REQUIREMENTS:</p> <p>Service Connection Number: _____</p> <p>Meter Number: _____</p> <p>Account Number: _____</p>
	<p>RECOMMENDING APPROVAL:</p> <p>GERRY M. RUJOTA SR. Water Maintenance General Foreman Construction and Maintenance Division</p>	<p>INSTALLED/ TESTED BY: _____</p> <p>Plumber</p>
	<p>APPROVED BY:</p> <p>MIRA IRIS M. ANIMAL Division Manager B Customer Accounts and Services Division</p>	<p>Date _____</p>
	<p>SKETCH OF LOCATION OF THE PROPOSED SERVICE:</p>	



TANZA WATER DISTRICT
A. Soriano Highway, Tanza, Cavite